

## **Abstract**

This thesis deals with the issue of quality of work life (QWL), namely the important factors of QWL in terms of the management of non-governmental organizations (NGO). Perception of QWL has a positive effect on job satisfaction, personal well-being and job performance (its productivity and quality). The aim of this mapping study is to determine the important factors of QWL from the subjective perspective. Expert semistructured interviews were used for this purpose. The results indicate that the identified factors are identical with QWL mentioned by individual authors and institutions. The following factors were identified: absence of stress, interpersonal relationships in the workplace, support from the organization, evaluation of work, working environment. The positively evaluated factors include good relations in the workplace, need and utility of service, and self-actualization. The problematic working factors are financial conditions, obligations arising from the legislative framework, uncertainty about the sustainability of services, view of society and the low level of spatial facilities. The findings might become a contribution for organizations providing social services, be useful in easier implementation and support QWL factors, feelings of well-being at work, for selection of employees, stabilization in the organization and might help to prevent burnout syndrome.

## **Keywords:**

quality of life, quality of work life, well-being, non-governmental organization, social service